

## Administrative Vendor - Performance Report August 2007

<b>Major Risk Medical Insurance Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	<b>100%</b>	100%	536 out of 536 applications
Notification within 10 days of disenrollment at 36 consecutive months of enrollment in accordance with AB1401, if applicable.	<b>100%</b>	100%	133 out of 133 disenrolled subscribers
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	<b>3.0%</b>	0%	0 blocked out of 8,736 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	<b>3.0%</b>	1.1%	96 abandoned calls out of 8,736 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	<b>85.0%</b>	91%	8,606 calls answered in 25 seconds out of 8,736 calls received*

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.